California Courts Protective Order Registry (CCPOR)

Query Only User Guide

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ADMINISTRATIVE OFFICE
OF THE COURTS

CALIFORNIA COURTS
PROTECTIVE ORDER REGISTRY

ACKNOWLEDGEMENTS

Acronyms & Abbreviations Used

Acronym	Name
AOC	Administrative Office of the Courts
CARPOS	California Restraining and Protective Order System (formerly DVROS)
CCPOR	California Courts Protective Order Registry
CCTC	California Courts Technology Center
CLETS	California Law Enforcement Telecommunications System
DOJ	Department of Justice
GUI	Graphical user interface
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
LEA	Law Enforcement Agency
R&PO	Restraining and Protective Order
SME	Subject Matter Expert

Definitions of CCPOR Terminology

Term	Definitions
AOC CCTC On-Boarding	Activities related to courts or law enforcement agencies that are hosted in the California Courts Technology Center (CCTC)/Shared Services. This includes site assessment, local hardware and software, connectivity & security measures.
Deployment Planning	Includes pre-deployment planning, deployment, and support post-deployment.
• Pre-Deployment	Includes pre-deployment planning, including determining court service options, user set up, and Court Acceptance Testing (CAT).
• Deployment/Go-Live	Includes courts and or law enforcement agencies go-live with CCPOR; using the system going forward.
• Post Deployment/ Go-Live	Includes system monitoring and providing support post go-live.
⚠	Important reading and consideration

Introduction

The California Administrative Office of the Courts (AOC) is developing and deploying the California Courts Protective Order Registry (CCPOR)–a statewide system for entering and viewing protective and restraining order data and images for the judicial branch and law enforcement.

CCPOR Service Offering

The CCPOR application provides the following service features:

- Ability to view other local court data and images through an interface;
- Ability to query and view all data and images, both within a county and between counties, on a statewide basis;
- Acts as a gateway for the California Department of Justice California Restraining and Protective Order System (CARPOS). This is an optional feature for the Counties;
- Supports basic statistical reporting.

Target Audience for this Guide

This guide is intended to focus on how to use the CCPOR application to gain access to restraining and protective order (R&PO) and supports four user roles per court, Law Enforcement Agency (LEA) and sheriff's office.

QUERY ONLY

- can conduct searches,
- can navigate search results,
- can select and retrieve an order
- can **not** view sealed orders
- can **not** add, save, upload, modify, cancel or otherwise change data in CCPOR

QUERY ONLY + SEALED

This is the same as **QUERY ONLY** except these users can also view **sealed orders**

QUERY & UPDATE (sometimes referred to as "Full Functionality")

- can do everything the **QUERY ONLY** users can do plus the following
- can upload images to the system
- can create new orders and save as new or draft
- can add or modify orders including addition of images, proof of service
- can cancel an order
- can **not** view or update sealed orders

QUERY & UPDATE + SEALED

- can do everything **QUERY & UPDATE** users can do plus,
- can view, add, modify and cancel **sealed** orders

CARPOS Data
- only CLETS certified users are permitted to view data coming back to CCPOR from the CARPOS database.

ADMINISTRATOR
- able to modify user roles
- can view and act on locked orders (more about locked orders later)

Project Information: AOC Web Sites

Two AOC Web sites provide updated information on CCPOR. The sites will contain guides, documents, schedules and task lists for court deployment. Both sites contain the same information.

For court staff with Serranus access: http://serranus.courtinfo.ca.gov/programs/tech/ccpor/

For viewing by anyone with Internet access: http://www2.courtinfo.ca.gov/ccpor

Example of CCPOR Information on California Courts Public Web Site

About the CCPOR Application End User Guide

This guide explains how to use California Courts Protective Order Registry (CCPOR) application and can be used as a reference manual for anyone who will be accessing CCPOR. This guide gives step-by-step instructions and actual images of CCPOR screens.

CCPOR Training

Training Strategy

The training strategy is to educate and train court, law enforcement agency (LEA) and sheriff's office Subject Matter Experts (SMEs) who will be responsible for training at their local court or sheriff's office location on the full functionality of the CCPOR application, processing principles, and service options. A structured classroom training approach will be provided to the SMEs. Training includes the following:

Components of the CCPOR Application

Action Name	Description
Add Quick Attach	Allows a user to add a scanned image into CCPOR. This image can then be searched later for converting to an order.
Search Quick Attach	Used to search for image that has been entered using the Add Quick Attach function to convert into an order.
Add Order	Used to add a new restraining and protective order (R&PO) to CCPOR and (optional) submit to DOJ CARPOS.
Draft Order	Used to save a partially entered R&PO in CCPOR in **DRAFT** status. CCPOR users may retrieve the orders in **DRAFT** status, enter the rest of the order information and submit to CCPOR to add the order in **ACTIVE** status and (optional) submit to DOJ CARPOS.
Modify Order	Used to modify the R&PO data stored in CCPOR. The modifications are also sent to DOJ CARPOS (optional) to modify the CARPOS file if the order in the CCPOR system is in **ACTIVE** status.
Clone Order	Used to make a copy of an order that is already stored in CCPOR. The new order is also submitted to DOJ CARPOS (optional).
Service Order	Used to add a proof of service (POS) for an existing R&PO in CCPOR. If the order exists in DOJ CARPOS then CCPOR will add (optional) the POS in CARPOS.
Cancel Order	Used to cancel R&PO in CCPOR. The orders can be cancelled for various reasons such as the order is terminated by the court, it was entered by error or the restrained person is deceased. CCPOR system sends (optional) a **Cancel Order** message to the DOJ CARPOS.
Search Orders	Used to find R&PO in CCPOR system.
View CARPOS Messages	Allows the user to see all the messages/responses received from DOJ and take appropriate action based on the responses received. *These messages can only be viewed by CLETS certified users.*

Type of Training

End user training includes three modules:

Module 1: CCPOR Query Training

This module focuses on the CCPOR search and retrieval process; conduct initial search, navigate search results, and select and retrieve an order. This module is intended for an audience with the user role "CCPOR Query Only" and "CCPOR Query Only + Sealed". There is no data entry associated with this role.

Module 2 & 3: Not Included for Query Only Users

Module 4: Local Helpdesk Training

This training will be conducted for the local helpdesk of the courts who will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests; issues/error handling to the AOC CCTC Service Desk after court go-live.

Module 1 – CCPOR Query Training

The CCPOR query training is for users who will use the system to search R&POs in the CCPOR database to view an order and image of any county that is currently adding orders to CCPOR.

This module covers the following functions of the CCPOR system:

1. Login Screen
2. Main or Action Menu
3. Searching for an Order
4. Viewing and Order

1. Login Screen

Start CCPOR Application

A start-up icon has been installed on the computer. Clicking the icon starts the CCPOR logon process. An authorized user may gain access to CCPOR with their designated user name and password. To launch the CCPOR application, double click on CCPOR icon from your desktop. The CCPOR log on screen will display as shown in figure 2-1 below.

Figure 2-1 – CCPOR Logon Screen

Log-In Screen: to log into the CCPOR application:

1. Enter user ID and password.
2. Read the terms and conditions.
3. Click the **Enter CCPOR** button. The CCPOR main screen will display (see figure 2).

 Terms and Conditions

The Terms & Conditions within in the Log In screen is designed for users of the website to read End User License Agreement or Privacy Policy static content owned by the AOC. The Login Page is the entry page into the Portal application. It includes legal text to bind Users to the Terms & Conditions of this site when a User chooses to log in.

Accepting to the agreement means **you** (1) will comply with the current policy, (2) will use the CCPOR in an acceptable way and (3) will not create unnecessary business risk to the organization by misuse of the CCPOR application. You will then signify your acceptance by clicking on the **Enter CCPOR** button which will bring you to the initial screen.

Declining to the agreement means **you** do **not** accept the Terms and Conditions. You signify this by closing the log-in page.

Change Password

To change a CCPOR login password, contact your local helpdesk for support.

Log Out

From the CCPOR main screen, click on the **Logout** button to end the user session. You should then close your browser to make sure all information is fully deleted.

2. Main or Action Menu

The initial screen once you have successfully logged into CCPOR is the main screen or **Welcome Screen**. The heading and CCPOR Actions on the right will remain open while you are in CCPOR. This screen provides the user with access to those Actions allowed to them based on the role they have been assigned. The figure below shows all possible actions available to those defined with an unlimited or Administrator role.
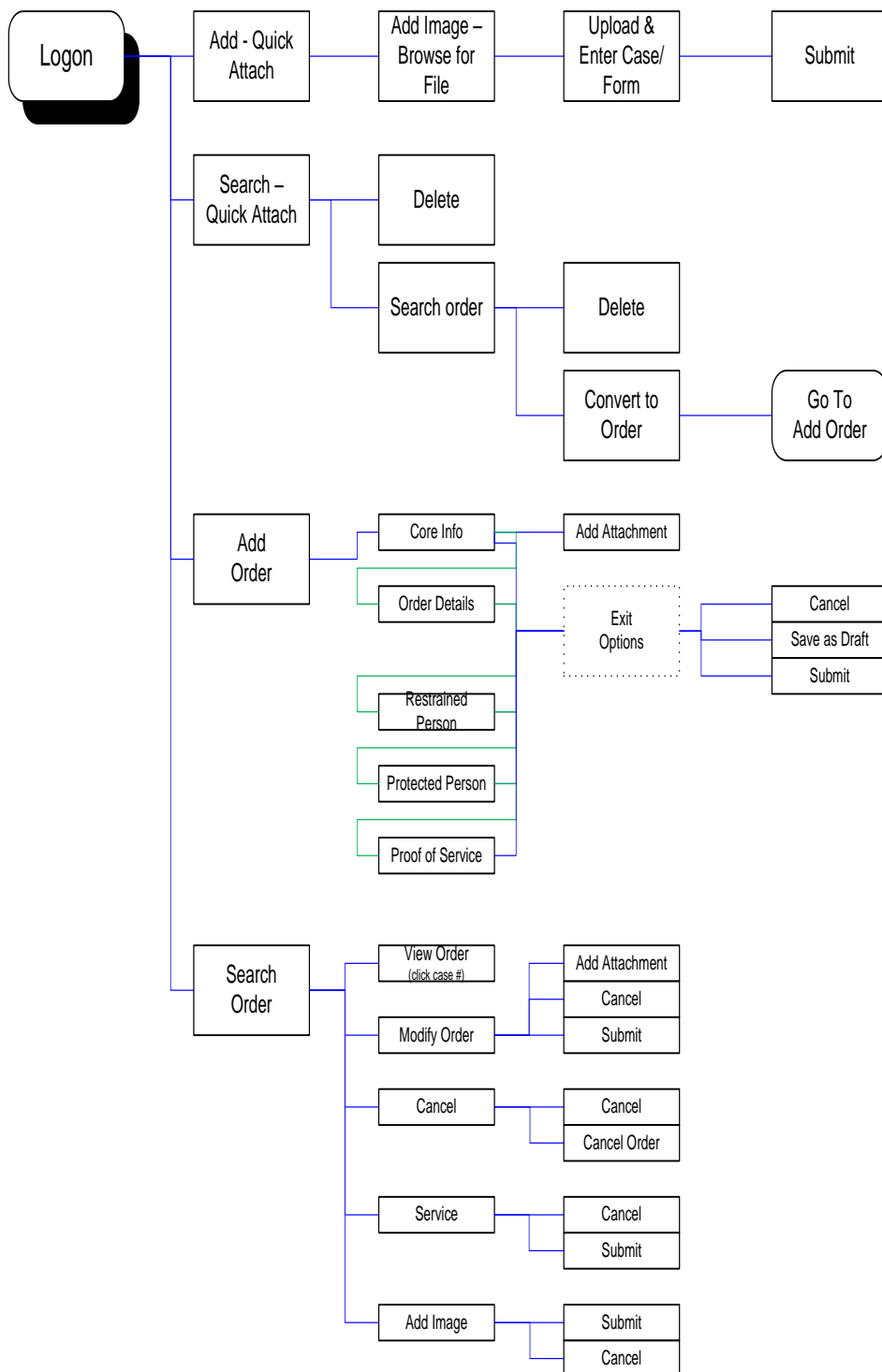
Figure 2-2 – CCPOR Main Screen

CCPOR Actions

The main screen contains a number of CCPOR actions to aid the user as part of order entry. The following functions will help facilitate the use of forms:

Action	Role	Description
Add Quick Attach	UPDATE	Allows a user to upload an image of an order into CCPOR database for converting later into a restraining and protective order
Search Quick Attach	QUERY UPDATE	Allows users to search and retrieve images of a quick attach order within court county;
Add Order	UPDATE	Allows users to add a new projective order into the CCPOR database and optionally submit to CARPOS;
Search Orders	QUERY	Allows users to search and retrieve images of an order across court counties who have entered orders in CCPOR;
CARPOS Messages	CLETS	Allows CLETS certified users authorized to see CARPOS message to view CLETS/CARPOS acknowledgement messages;
Search Locked Orders	ADMINISTRATOR	Allows administrative users to find and unlock orders. Most users cannot do this and will not see this option;
Admin Users	ADMINISTRATOR	Allows administrative users to change the access profile and organizations a user belongs to. Most users will not see this option; and
Logout	ALL	Allows users to logout from the CCPOR application.

Note: Items on grayed out lines are covered in Modules 2 or 3.

Logon

Add - Quick Attach → Add Image – Browse for File → Upload & Enter Case/ Form → Submit

Search – Quick Attach → Delete

Search order → Delete

Search order → Convert to Order → Go To Add Order

Add Order → Core Info → Add Attachment

Add Order → Order Details → Exit Options → Cancel / Save as Draft / Submit

Add Order → Restrained Person

Add Order → Protected Person

Add Order → Proof of Service

Search Order → View Order (click case #) → Add Attachment / Cancel / Submit

Search Order → Modify Order

Search Order → Cancel → Cancel / Cancel Order

Search Order → Service → Cancel / Submit

Search Order → Add Image → Submit / Cancel

CCPOR – Menu Flow
Rev. 2011.07.04

Order Search

The order search allows users to screen for an order in the CCPOR database, including draft orders. Different search criteria can be used to narrow the search. To search an order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar. The screen will display as shown in figure 2-3 below.

Figure 2-3 – Search Orders Screen

2. Enter the search parameters and click on the **Search CCPOR** button. From the search results window (see figure 2-4), the user can view details of an order.

    You can use a "wild card" in your search. The "%" or percent sign can be used to have the search allow any characters either before or after the string. For example:

    M%   in the Last Name field will match "M<u>ouse</u>", "M<u>ajors</u>" and any other last name starting with the letter "M"

    %SE   in the last name field would bring up "M<u>ou</u>se" as well as "<u>Clee</u>se" or "<u>Gee</u>se" or any other name ending with the letters "SE".

    Searches are **not** case sensitive. Entering "SE" will produce the same list as entering "se".

    The "_" or underscore character is used to match any character in that location but it not read as a wildcard

unless there is a % sign in the string. This can just be added to the end. For example:

M_ _SE   would only match "M_ _SE"

M_ _SE%   would match "M**OU**SE" or "M**OO**SE"

Search wildcards "*" and "?" as used in Microsoft desktop products do not work in CCPOR.

Note: Only a user with a "query & update + sealed" role from the order's originating court can view details and attached documents of a sealed case.

Figure 2-4 – Search Results Screen

1.   To view details of an order, click on the link in the **Case Number** column. The View Protective Order screen will display (see figure 2-5).

2.   To view image, click link under Image Attachments section. The order image will display (see figure 2-6).

3.   If a Search Result contains more than 25 items, the first 25 items will be displayed on page 1, and the remaining items will be displayed on subsequent pages of 25 items each. Select the page number, "Next", and "Last" links to view other pages of the Search Result.

Figure 2-5 – View Protective Order Screen

Figure 2-6 – Order Image

Module 2
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Module 3
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Module 4 – Getting Assistance

The method used to obtain assistance with CCPOR is depends on the type of access provided. Court staff that will be involved in user profile setup, managing report requirements and are authorized to report CCPOR requests are trained in local help desk procedures.

Read only users, including Tribal Courts, State of California agencies and others authorized to access the CCPOR application are to contact the CCPOR application staff for assistance.

Self Help

The #1 problem experienced by a user that results in the most help desk calls is the **password reset** that is needed when a user forgets his or her password. Most of these can be addressed by a web application **PSynch** which allows users to reset their own password into something they can remember.
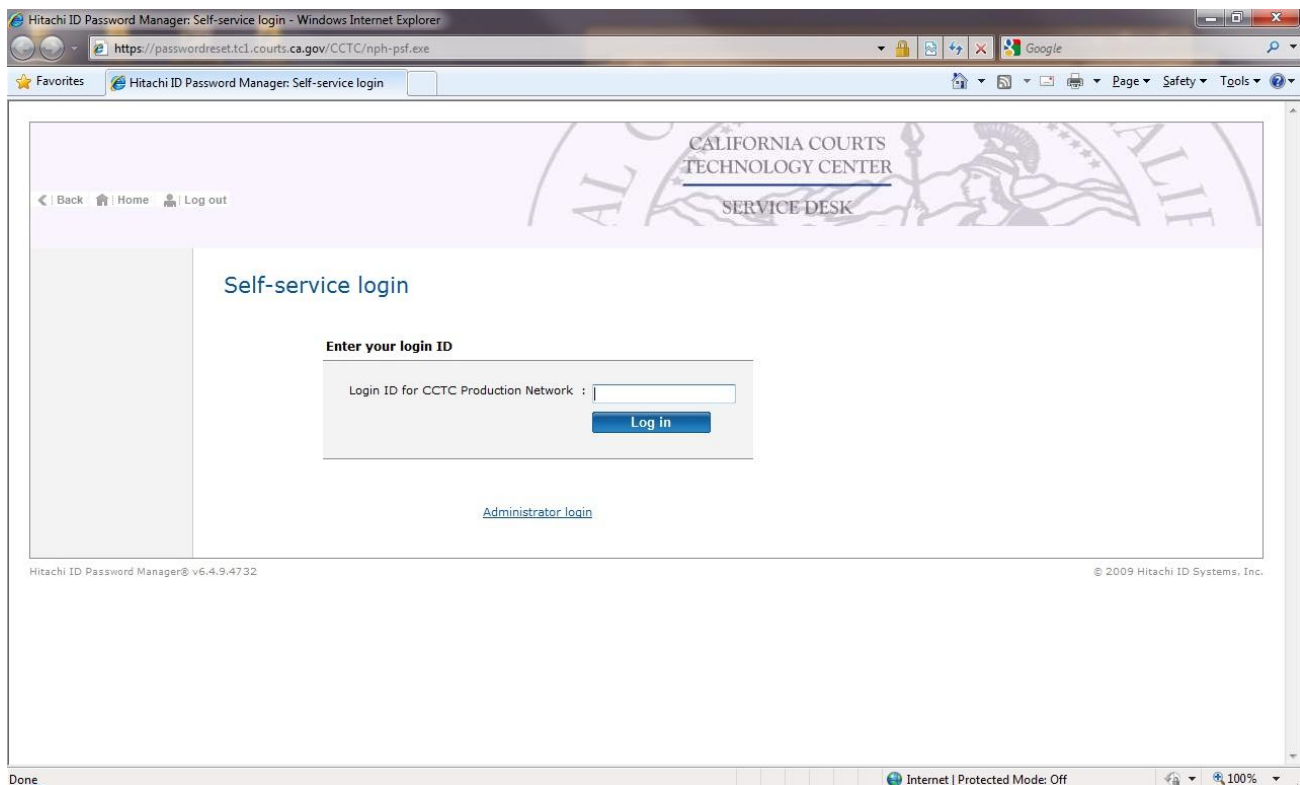
Local Helpdesk Training

The local helpdesk training is for court staff that will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests.

Court and User Profile Submission
The court and user profile submission includes the request for managing a user setup; add a new user, change or disable a user at the:

California Courts Technology Center (CCTC)/Shared Services – the AOC data center; CCPOR database for authentication and authorization.

To request to add, change, or disable a user:

1.   Complete the AOC CCPOR User template
2.   Contact CCTC Service Desk to submit the completed template. See AOC CCTC Service Desk section.
3.   The AOC assigned contact will contact the court to close the request upon completion.

Basic Report Administration

Monthly R&PO basic reporting will be submitted to courts that are participating in the CCPOR system. The reporting will be distributed to designated court contact first week of each month. The reporting will include:

- Volume Summary by Court
- Orders by Type Summary
- Total Record Count
- Order Count by User
- Aging Report

AOC CCTC Service Desk

This section outlines process and procedures for court users authorized to report CCPOR requests, issues and errors handling to the AOC CCTC Service Desk after court go-live. An authorized user is an individual that has been set up at the CCTC with authority to log a CCPOR issue or request. An authorized user is also the main point of contact for other court staff that may have an issue or request related to CCPOR.

CCTC Service Desk
The CCTC Service Desk is based out of Oak Ridge, Tennessee and has six dedicated agents certified as service desk professionals, and who are trained and certified in the AOC environment.

Support hours
The CCTC Service Desk is available Monday through Friday, 7:00 a.m. to 7:00 p.m., (PST) excluding court holidays. After hours, a user can report an issue with CCTC Service Desk; low priority will be addressed the next business day and high priority will be dispatched to appropriate AOC technical group for resolution.

Contacting the CCTC Service Desk
There are three ways to submit a ticket to the CCTC Service Desk:

> **Phone:** Call 877-847-3042
> **Internet:** Submit your non-urgent request at https://aoc.naismc.com by using your CCTC Login ID
and username
> **E-mail**: Email your request to CCTCServiceDesk@naismc.saic.com

Priority System – Description
An issue logged with the CCTC Service Desk has to be prioritized in order for it to be resolved. Priority level is a measure of the business urgency and the impact of the issue logged.

Note: for Query only users – all problems are submitted through the CCPOR team who will open a Help Desk ticket on your behalf if one is needed.

Figure 39 – Priority System –Description

	Severity Level	
Priority	**Level**	**Description**
P1	Emergency / Urgent	Incident is generated if the system is down. -A critical component of an application or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate and there is no workaround available; -A critical business process has stopped or is so severely impacted that the business process cannot reasonably continue to occur and there is no workaround; or -Data is corrupted or data integrity issues related to security/confidentiality pose a risk to the judicial branch.
P2	High	Incident is generated if a system component is down. -A critical component of the application is unavailable or will not work; or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate, but a workaround is available; -A critical business process is unavailable or is so severely impacted that the business process cannot reasonably continue to occur, but a workaround is available; -A non-critical component of the application is unavailable, will not work or is not operating as expected and there is no workaround available; -A non-critical business process is unavailable or is not occurring as expected and there is no workaround available.
P3	Medium	Incident is generated if a non-critical component is down or if 1 person is affected. -A non-critical component of the application is unavailable, will not work or is not operating as expected and there is a Workaround available; or -A non-critical business process is unavailable or is not occurring as expected and a workaround is available.
P4	Low	Incident is generated if a problem other than Priority Level 1, 2, and 3 is encountered. Note: All tickets submitted via the Internet or email will be entered as P4 tickets.

Notification

For system wide issues, high priority issues (P1 and P2) users will be notified via email that there is an outage. Users will receive update pages until an issue is resolved.

To initiate request by phone:

1.   The user calls the number 877-847-3042 which is routed to Service Desk agents.
2.   The agent asks the caller's name, location and issue and opens a ticket.
3.   Based on scripts that the agents use to troubleshoot issues, the agent determines who is best suited to address the issue. A ticket is dispatched to the appropriate queue.

To initiate request by Internet:

1.   The user logs on to the Service Desk Web portal https://aoc.naismc.com/
2.   The user logs in using an assigned CCTC Login ID and username as provided by a supervisor.
3.   The user selects one of three options: view a ticket, add to an existing ticket, or open a new ticket, and follows the system prompts to complete the request.

Figure 5-1 – CCTC Main Screen

To initiate request by email:

1.   The user sends an email using email address CCTCServiceDesk@naismc.saic.com The email exchange window will display.
2.   The user enters the appropriate information and submits the request.